



**FILED**

02-11-08

02:14 PM

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking on the  
Commission's Own Motion to Assess and Revise  
the Regulation of Telecommunications Utilities.

Rulemaking 05-04-005  
(Filed April 7, 2005)

Order Instituting Rulemaking for purposes of  
revising General Order 96-A regarding informal  
filings at the Commission.

Rulemaking 98-07-038  
(Filed July 23, 1998)

**ADMINISTRATIVE LAW JUDGE'S RULING  
DENYING IN PART AT&T'S MOTION FOR CONFIDENTIAL  
TREATMENT OF FILED DOCUMENTS**

AT&T has moved for confidential treatment of three classes of documents consisting respectively of information regarding its market share of access lines and other data relative to its competitive position vis-à-vis other carriers, its compensation arrangements with its customer service representatives, and training materials including scripts read by its customer service representatives to customers who call to request service or a new connection.

I deny the motion as to that portion of the training materials which contains the actual language that AT&T customer service representatives use when responding to a customer request for a new connection. Since any customer who speaks to a customer service representative hears this language, it cannot be confidential in any meaningful sense.

**IT IS SO RULED.**

Dated February 11, 2008, at San Francisco, California.

/s/ KARL J. BEMESDERFER

Karl J. Bemederfer  
Administrative Law Judge

**INFORMATION REGARDING SERVICE**

I have provided notification of filing to the electronic mail addresses on the attached service list.

Upon confirmation of this document's acceptance for filing, I will cause a hard copy of the filed document to be served upon the service list to this proceeding by U.S. mail. The service list I will use to serve the hard copy of the filed document is current as of today's date.

Dated February 11, 2008, at San Francisco, California.

/s/ FANNIE SID

Fannie Sid